

## IOT Tier 3 Support - 2016

**Who We Are:** A 11-member team that handles the global desktop/laptop infrastructure and software.

**Our Mission:** Maintain the global client computers in a secure and timely manner.

**Department:** 493006

**Manager:** Jason Reid

### What We Do:

Global changes, security, software installation, Windows administrative tasks and troubleshooting for the State of Indiana desktop and laptop computers. This includes the following technologies to maintain the infrastructure:

**McAfee/Intel EPO:** The administrators apply the clients to all computer devices and control the Virus scan to control virus outbreaks, DLP to control the loss of information on external devices, Avecto to control admin rights, Host Intrusion Prevention to reduce signature based attacks, Deep Command for remote access, Files and Removable Media for encryption of files on the network and our Enterprise drive encryption for encryption on the computer clients themselves.

**Windows Printing Environment:** The administrators control 175 servers with Windows Print Services. They add, delete and modify the shared print environment drivers and queues that are utilized by every agency we support. They currently support around 4,500 devices around the state.

**Windows Administrative Tools:** The administrators utilize various built-in Windows controls included in our domain infrastructure. These include group policy to control the Windows environment, WSUS to patch the clients with needed updates, MDT to image the computers for our agencies

**Syncplicity Enterprise Cloud Sharing:** The administrators control the accounts and the servers on this technology. There are three different items that make up our environment. The first is Syncplicity for file-sharing capabilities: The storage is housed on our servers, and the traffic is encrypted to offer more protection for financial and health information. The second is Panorama: It allows sharing of network files to mobile devices for the end user. The Rights Management Services: This works with the Syncplicity piece to control the files for printing, saving and distrusting so we can more closely control the data.

**Lumension/Heat:** The administrators utilize this to patch third-party software and to do reports on the status of updates in our environment. It will also push Windows updates if WSUS is having issues.

**Microsoft System Center Configuration Manager:** The administrators utilize this tool for pushing and removing software on a global scale. The client is installed on all computers in the environment. It also allows the technicians in the field to install software manually once it is packaged.

**Ticket Assistance for our Technicians:** When a tech has an issue that he or she cannot resolve, it is the team's duty to assist the tech with the problem at hand and guide him or her through a resolution.

**Remote Server Management and Triage:** Via the on-call schedule and the queue, respond to or reassign to the appropriate group for resolution.

**Software License Tracking and Control:** Procure or assist with the procurement of a multitude of licenses for all agencies we support. This includes Adobe products, Microsoft products and a myriad of small applications that are more agency-specific.

### Our Products:

1178	Adobe Professional	1178p	Adobe Photoshop
1178c	Adobe CC enterprise	1178pp	Adobe Premier Pro
1178d	Adobe InDesign CC	1178s	Adobe Stock

### Our Tools:

vFire	Ticket Management and SLA Measurement
Asset Database	Manage print environment
McAfee	Protect workstations from malware and viruses
SCCM	Deploy software packages and patches
WDS	Develop and deploy images on state workstations

### Our Metrics:

Software installs are relegated to a project status due to the time and change controls needed to make the necessary changes. Special projects.

**Tickets:**

We receive tickets for the following queues: Special Projects, McAfee, Remote Server, Printer Admin, IOT – Syncplicity, Software Licensing and Software Distribution.

**Our Customers:** Any Executive Branch agency or quasi that uses IOT for its desktop services

**Recent Major Accomplishments:**

- Syncplicity Panorama implementation.
- DOR Portal 11g Project: Rolled out Java/IE10/Customization upgrades.
- Cleaned existing SCCM of ghost entries and incorrect code.
- Upgrade of clients for VSE, HIPS,DLP, MDE and McAfee agent upgrades

**Current Projects:**

- Syncplicity Rights Management Server implementation.
- Upgrading SCCM environment to latest version 1511 and then all the clients.
- MDT imaging for Windows 10 and updating of Windows 7 OS installs.
- Server 2003 print migration (185+ servers with 2500+ queues).
- WSUS updates monthly.
- Set up Lumension/Heat console (testing reporting phase).
- 2003 to 2008 server migration, update scripts to reflect the change.
- TIE/ATD implemented and deployment.
- Windows group policy cleanup.
- Implementation of the Ricoh management software for centralized control of the devices
- Smart Printing Agencies print reduction project.
- Creation and updating of licensing database for ease use and tracking.
- Miscellaneous software upgrades and packaging.